



# Tech Info Library

## DOS Compatibility Card: Floppy Disk Read/Write Issue (4/97)

Revised: 5/2/97  
Security: Everyone

DOS Compatibility Card: Floppy Disk Read/Write Issue (4/97)

Article Created: 20 November 1995  
Article Reviewed/Created: 2 May 1997

TOPIC -----

I cannot reliably copy files to a floppy disk in the PC environment of my Power Macintosh 6100 DOS Compatible computer. When I try, I either get an error message or the system hangs completely.

DISCUSSION -----

Keeping in mind that almost all floppy disk read or write issues in the PC environment of the Power Macintosh 6100 DOS Compatible computer are related to either RAM compression programs, or virus checking software. Try these troubleshooting steps:

Step 1

-----  
Start the computer while pressing and holding the space bar. This will activate the Extensions Manager control panel before extensions and control panels load, letting you choose which extensions or control panels will be enabled. In the Sets pop-up menu choose System 7.5 Only. Now select the additional extensions and control panels below by putting a check mark to the left of each:

Find File Extension  
PC Clipboard  
PC Print Spooler  
PC Setup

Close the Extensions Manager control panel and let the computer finish starting up. Insert a floppy disk and try to read or write from the PC environment. If you are now able to copy or format disks reliably, you may be experiencing an extension or control panel conflict. To determine which extension or control panel is in conflict, use the Extensions Manager control panel and enable the extensions one at a time until your computer exhibits the symptoms you are having. The last extension or control panel added is the conflicting item and

should not be used. If this does not resolve the issue continue to the next step.

#### Step 2

-----

Reset the computers parameter random access memory (PRAM). To do this in System 7 or later, press and hold the control, option, P, and R keys while restarting the computer. Continue pressing these keys until you hear the startup chime a second time, then release the keys. Once the computer has finished its startup process, open the PC Setup control panel. You should receive a dialog indicating the PC software did not load properly, click OK, and close the PC Setup control panel. Restart the computer and insert a floppy disk and try to read or write from the PC environment. If this does not resolve the issue continue to the next step.

#### Step 3

-----

Create a new PC drive container, and install DOS onto it. Start the PC environment from the new container just created as the C: drive. Insert a floppy disk and try to read or write from the PC environment. If this resolves the issue, use this new container as your C: drive. For help on creating a new drive container, refer to Creating a Drive Container on page 32 of the "DOS Compatibility Card for Macintosh User's Guide." If this does not resolve the issue continue to the next step.

#### Step 4

-----

Perform a clean installation of the Mac OS software for the Macintosh environment. Also re-install the software from the DOS Compatibility Card installer disk for Macintosh. For assistance, see Installing Macintosh OS Software on page 31 of the "DOS Compatibility Card for Macintosh User's Guide."

If you need assistance re-installing system software, search the Apple Tech Info Library with the search string "system 7.5 and clean install procedure" to locate the article titled, "System 7.5: Clean Install Procedure."

#### Article Change History:

1 May 1997 - Removed out dated on line references.

Copyright 1995-97, Apple Computer, Inc.

Tech Info Library Article Number:18965